

## IN THE CLAIMS

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1. (Currently amended) A method for creating and deploying a process-driven information system, said method comprising the following steps:
- C3 (a) creating a process model comprising a plurality of elements in a process driven information system, said plurality of elements representing the work carried out by personnel in an organization, said model forming a component of a hierarchical arrangement of cross referenced processes;
- (b) using this model to identify requirements for application and information support components for said processes;
- (c) finding or creating one or more application and information software components as support for said processes; ~~and~~
- (d) deploying the process-driven information system with said application and information support software components accessible from designated elements in said processes, each element giving access to an application or information support component; and
- (e) selection by a user of said process model displayed on a screen to access said application and information software components to direct the operation of said information software components.
2. (Currently Amended) A method according to claim 1 wherein ~~the~~ said process model is part of a set of general purpose graphical business models.
3. (Currently Amended) A method according to claim 2 wherein ~~the~~ said process ~~models are~~

model is accessible via a web browser.

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4. (Currently Amended) A method according to claim 1 wherein ~~the one or more~~ said plurality of elements of the said process model are provided in a tool which uniquely identifies each of said plurality of elements and which maps each of said plurality of elements to an application and information in the form of one or more software components.
  5. (Currently Amended) A method according to claim 1 wherein said one or more application and information software components are in the form of arbitrary alternative web pages and/or web-based resources.
  6. (Currently Amended) A method according to claim 1 wherein ~~the~~ said application and information software components are accessed by the user selection of one or more of the process model elements displayed on a display screen.
  7. Canceled
  8. (Currently Amended) A method according to claim 1 wherein said ~~the~~ process model is used to educate users within an organization as to how the organization processes functions.